



INFORMATIONAL MEMO

TITLE:	NEW LONG TERM CARE UR/UM VENDOR
SUPERSEDES NUMBER:	N/A
EFFECTIVE DATE:	JANUARY 21, 2020
DIVISION AND OFFICE:	OFFICE OF COMMUNITY LIVING
PROGRAM AREA:	CASE MANAGEMENT AND QUALITY PERFORMANCE DIVISION AND BENEFITS AND SERVICES MANAGEMENT DIVISION
KEY WORDS:	UTILIZATION REVIEW (UR), UTILIZATION MANAGEMENT (UM), PRE-ADMISSION SCREENING AND RESIDENT REVIEWS, PASRR, CHILDREN'S EXTENSIVE SUPPORT, CES, CHILDREN'S HOME AND COMMUNITY-BASED SERVICES, CHCBS, OVER COST CONTAINMENT, OCC, CONSUMER-DIRECTED ATTENDANT SUPPORT SERVICES, CDASS, IN-HOME SUPPORT SERVICES, IHSS
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Purpose and Audience:

The purpose of this Informational Memo is to inform Case Management Agencies (CMAs), nursing facilities, and hospitals of the change in Utilization Review (UR)/Utilization Management (UM) vendor for long-term care services.

Information:

The Department of Health Care Policy & Financing (Department) issued a procurement for a new UR/UM vendor in August 2019. In late 2020, the procurement was awarded to two vendors, one for long-term care and one for hospital inpatient, outpatient, and specialty services.

On January 1, 2021, the Department awarded the long-term care UR/UM work to Telligen, Inc. The Department is working with Telligen to begin completing the long-

term care UR/UM work that was previously performed by eQHealth. Telligen will begin performing this work on March 1, 2021:

- Over Cost Containment (OCC) PAR reviews for the Elderly, Blind, and Disabled (EBD) waiver, the Spinal Cord Injury (SCI) waiver, the Community Mental Health Supports (CMHS) waiver, and the Brain Injury (BI) waiver
- Children's Extensive Support (CES) waiver eligibility reviews
- Children's Home and Community Based Services (CHCBS) waiver eligibility and cost containment reviews
- Pre-Admission Screening and Resident Reviews (PASRR)

Additionally, a new UR/UM activity will be implemented by Telligen:

- Consumer-Directed Attendant Support Services (CDASS) and In-Home Support Services (IHSS) skilled Health Maintenance Activities (HMAs) PAR reviews

Telligen will continue performing the UR/UM work that was previously performed by Telligen without interruption:

- Hospital Backup (HBU) program level of care reviews
- Brain Injury (BI) waiver Supportive Living/Transitional Living Program (SLP/TLP) acuity assessments and reassessments
- Critical Incident Review (CIR) management
- Case Management Agency (CMA) Performance and Quality Reviews (PQR)
- CMA Quality Improvement Strategy (QIS)
- Intermediate Care Facility (ICF) Continued Stay Reviews (CSRs)
- Post Eligibility Treatment of Income (PETI) PAR reviews

Additional communications will be forthcoming with the impacts to each program area.

Attachment(s):

None

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